



Department of Health Care Policy and Financing

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Breaking News

HCPF's New Website Coming In July

The Department will be upgrading our website in mid-July. The change means anyone linking to our current website, Colorado.gov/hcpf, will be redirected to our new home page. The content, navigation and layout of the new website will be very different from the old website. Read our [Frequently Asked Questions](#) to find more about the new website and to find out what you can do to help us improve our content.

For more information, contact [Michelle Adams](#) or [Joel Risberg](#).

Notification of Changes to Behavioral Health Organizations

The Department has announced an important change to Behavioral Health Organizations (BHOs). Through a competitive Request for Proposal (RFP) process, Colorado Access won the behavioral health contract for northeastern Colorado, which will take effect **July 1, 2014**.

Colorado Access will be doing business as Access Behavioral Care (ABC). Effective July 1, 2014, Northeast Behavioral Health Partnership (NBHP) will no longer manage behavioral health services for northeastern Colorado. The northeast region includes

Larimer, Weld, Morgan, Logan, Sedgwick, Phillips, Washington, Yuma, Elbert, Lincoln, Kit Carson, and Cheyenne counties.

Value Options, a delegate of NBHP, is not a delegate of ABC. Value Options will no longer be involved in the administration or management of behavioral health services for northeast Colorado. **All other BHO regions will remain the same.**

What does this mean for clients?

- Clients that live in the northeast region of the state that were previously enrolled in NBHP will become members of ABC starting July 1, 2014, and **this change will happen automatically.**
- Clients will not experience a disruption in services.
- Clients will be able to keep their same behavioral health provider as they had prior to this change.
- Clients will not experience a change in their Medicaid benefits.

For more information contact Access Behavioral Care at 844-880-8508, or visit coaccess.com; Northeast Behavioral Health Partnership at 888-296-5827, or visit nbhpartnership.com; Frequently Asked Questions (FAQs) can be found [here](#).

Increase Enrollment

This section of At a Glance features Family Health Coordinators, counties and others on the front lines assisting Medicaid and CHP+ clients. The Q & A will highlight successful local strategies for reaching clients.

Spotlight: Michelle Hiigel, Healthy Communities Family Health Coordinator



Location: Lamar, CO (Serving clients in Baca, Kiowa and Prowers Counties)

Number of Years Working with Medicaid Clients: 7

Question: What has worked well in reaching your community?

Answer: I have found that one of the best practices for reaching out to clients in my counties is working with community partners. I attend community meetings and events where I can discuss my program and obtain new resources that will help my clients.

These meetings also give me the opportunity to inform my community partners how I, as a Family Health Coordinator, can help our Medicaid and CHP+ clients access health care services and refer clients to additional resources as needed.

Working with community partners helps me to assist others in all aspects of case management, from obtaining health care services and enrolling clients into Medicaid and CHP+, to resolving billing issues and providing travel assistance,

Key Statistics: Since January of 2014 I have served 416 Medicaid and CHP+ clients and enrolled 17 families in Medicaid and CHP+.

If you or someone you know is a Family Health Coordinator with a story or best practices for outreach to share in a future edition of At a Glance, contact [Jeff Helm](#).

PEAK Trainings

Introduction to PEAK

July 2, 2014, 9:00 a.m.

Click [here](#) to access the training

New Application Walk-Through

July 14, 2014, 1:00 p.m.

Register in advance by clicking [here](#).

PEAK Support Calls

Wednesday, July 2, 2014

12:00 - 1:00 p.m.

Dial-in: 1-712-432-0220| Passcode: 5642211#

For a complete list of training webinars visit the PEAK Outreach Training Calendar [here](#).

Share Your Story

The Department is looking for personal stories about how Medicaid or CHP+ has made a positive impact on you, a client or patient. Client stories can help the Department educate other Coloradans about the benefits of health insurance coverage. With a client's permission, we may also use their story when talking with the media or elected officials. We will not share a client's story without their written permission. For more information or if you know of a client that may be willing to share their personal story with us visit Colorado.gov/hcpf/ShareYourStory.

Improve Health Outcomes

Designing a Colorado eConsult System – Improving Access & Care Coordination

Medicaid clients in Colorado may experience difficulty accessing specialty care. In addition, primary care providers don't always have an established relationship with a needed medical specialist, and specialists are often overwhelmed by demands for their services.

Because of this, the Department is researching the development of an electronic consult (eConsult) system. eConsult provides an online tool that allows primary care and specialist providers to communicate and share necessary medical information to determine what treatment plans could be implemented by primary care or to confirm the need for a specialist visit. eConsult programs can lead to a reduction of unnecessary specialist appointments, improve primary care disease management capabilities and decrease wait times for clients needing to see specialists.

The Department will also be seeking mechanisms to reimburse providers for their eConsult work. We plan to design an eConsult system based specifically on the needs of Colorado's medical providers. To assist in designing the new Colorado eConsult system, providers please fill out this brief survey to tell us your preferences:

<https://www.surveymonkey.com/s/Colorado-eConsult-Survey>

For more information, contact [JD Belshe](#).

DentaQuest to Manage New Medicaid Dental Benefit

The comprehensive new statewide Medicaid dental program is scheduled to be implemented July 1, 2014. This new benefit will provide Medicaid enrolled adults, age 21 years and over, an annual dental benefit of up to \$1,000 in dental services.

DentaQuest was selected as the program administrator and manages 10 other state Medicaid dental programs. DentaQuest will provide a dedicated customer service center to help connect Medicaid clients with dental providers. They will also contact Medicaid clients with broken appointments to reinforce the importance of keeping their appointments, or calling ahead of time to cancel.

The DentaQuest web portal will allow providers to submit claims and prior authorizations, attach X-rays and documentation, check history and eligibility, review remits and track payments. DentaQuest will employ three in-state provider relations representatives who will offer training; help with complaints, grievances and appeals; and address questions regarding claims, prior authorizations, and other topics related to the benefit.

More information is available in the Provider Bulletins and on the Department's [Provider Services](#) web page.

Medicaid Dental Providers Wanted

The Department has added about 40 new dental providers since the first of the year, but we need more to meet the increasing demand for services. The Department has developed a Medicaid Dental [Provider Enrollment Webinar](#) to help dental providers better understand how Medicaid works, who it covers, the benefits it covers and the benefits of becoming a Medicaid dental provider. [Click here](#) for additional information and links to help providers with completing the [Provider Application](#). Please share this information with your colleagues and dental providers that may be interested in enrolling.

Medicaid Children's Dental Benefit

The [45-Day Public Comment Period](#) for the draft [Children's Dental Benefit Coverage Standard](#) has ended. The Department received robust feedback and is in the process of making several policy changes.

If you would like to view some of the comments we received during the 45-Day Public Comment Period, visit the [Benefits Collaborative website](#) and click on the Dental Listening Log link found in the right hand column (comments received over the past 45 days begin on line 253 of the log; further comments and responses will be posted shortly).

Contain Costs

Accountable Care Collaborative (ACC) Update

The ACC Program represents a committed effort to transform the Medicaid program into a system of better care for all its members, and to lower costs for the State of Colorado.

Estimated ACC enrollment as of June 1, 2014 was 612,431.

Feedback Needed on Accountable Care Collaborative (ACC) Request for Proposal

The Department is seeking stakeholder input and feedback on the future of the Accountable Care Collaborative (ACC). The ACC is Colorado's platform for transforming health care services and supporting the health of our clients. Stakeholder meetings will run through late June, and a Request for Information (RFI) will be released this summer.

To learn about upcoming opportunities to get involved, contact [Kevin Dunlevy-Wilson](#).

Medical Services Board

Board Member Needed

The Department is seeking applicants for a vacant position on the Medical Services Board. The person appointed to this position must reside in Congressional District 7, be either a registered Republican or an unaffiliated voter and have knowledge of medical assistance programs. The Medical Services Board considers and promulgates rules submitted by the Department. Anyone who is interested in being considered for an appointment to the Board should submit an application for membership through the [Governor's Office of Boards and Commissions](#).

The Board is comprised of eleven members with at least one member from each congressional district and no more than six members from the same political party. Members are appointed by the Governor, confirmed by the Senate and serve at the pleasure for the governor for four year terms. Information regarding current members is available on the web site and can be accessed by clicking this [link](#).

Any questions regarding the Board or the application process can be directed to Medical Services Board Coordinator [Judi Carey](#), 303-866-4416.

Public Rule Review Opportunities

Partners who are interested in a one-on-one discussion with Department staff about upcoming rules are invited to attend the Department's Public Rule Review Meeting. Information is available on the [Public Rule Review Meetings](#) web page. Reasonable accommodations for the meetings are provided upon request for persons with disabilities.

If you would like more information, or to be added to the Medical Services Board email distribution list, please contact [Judi Carey](#).

Employment Opportunities

Applying for state government jobs is easy. Applications are electronic, you will receive updates, and you do not need to answer any written questions until it is determined that you meet the minimum qualifications. Check out the [website](#) for State of Colorado jobs including the Department of Health Care Policy and Financing jobs.

The Department offers a competitive benefits package that includes the Public Employees' Retirement Account (PERA), a 401K or 457 retirement plan, health and dental insurance options, 10 holidays, and accrual of paid sick and vacation time.

The Department is a tobacco-free campus.

Enrollment

In May 2014, there were 1,021,745 Coloradans enrolled in Medicaid and 57,241 Coloradans enrolled in CHP+.

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